

## **AMENDMENT TO THE SPECIFICATION**

Please replace the paragraph on page 13, beginning on line 4 with the following paragraph:

In one embodiment, the selection box 56 can include a list 58 of pre-formulated questions. Such pre-formulated questions can be created by the manufacturer of the user interface 36 prior to shipment to the business 12, or created and saved by the administrator 22 during the course of building various flowcharts. For each of the questions in the list 58, answer types can be defined at 60. For instance, if a question is requesting an annual revenue amount, the corresponding answer type can be ~~defines~~ defined such that only currency values will be accepted as valid answers. Other examples of answer types include, but are not limited to, strings, Boolean, numerical, specific product information, and the like.

Please replace the paragraph on page 27, beginning on line 18 with the following paragraph:

a) The current question only has one branch to another question. If it has more, the engine 123 waits until the user answers the current question. Then based on the answer, the engine 123 knows which branch to take and consequently which question ~~which~~ should be displayed next.

Please replace the paragraph on page 29, beginning on line 25 with the following paragraph:

Next, the run-time state object 126 serializes the run-time state information that was extracted from execution unit 116. In an embodiment, this serialization comprises converting the run-time state information into a stream of bytes that represents the data structure, and then storing the bytes in a file 128 (which may include generating the file 128 itself). This serialization may be performed by having the run-time state object 126 call a function to serialize the run-time state information.

Please replace the paragraph on page 17, beginning on line 13 with the following paragraph:

Figure 7 illustrates an embodiment of a user interface 82 to view a status or control flow of a logical structure, such as one of the flowcharts created using the user interface 36 of Figures 2-6. The user interface 82 may be used by the administrator 22 and/or by the agents 24 or 26. In one embodiment, a web user, such as the customer 18, may use the user interface 82 ~~in~~ via the web browser 28. The user interface 82 can provide a “tree control” feature or “tree structure” 84 that shows the logical structure of a particular script. Selecting any one of the elements in the tree structure 84, by clicking for instance, results in a display of the corresponding information 86 in a display area 88.